

# IMPORTANT SAFETY RECALL



**FOREST RIVER**

DEPARTMENT OF COMPLIANCE  
VEHICLE SAFETY AND RECALL MANAGEMENT  
Po Box 30  
MIDDLEBURY, INDIANA 46540-9218

**NHTSA RECALL: 25V362**  
**FOREST RIVER ID: 551-1934**  
**SERVICE CAMPAIGN: B000076**

<<DEALERNAME>>  
<<ADDRESS>>  
<<CITY>>, <<ST>> <<ZIP-XXX>>

- o Integrity
- o Safety
- o Quality
- o Customer Service

June 2025

## **Pursuant to USC49CFR §577.13 – Notification to Dealerships and Distributors – Paragraph B**

“It is a violation of Federal Law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied. Substantial civil penalties apply to violations of this law.”

*–Forest River motorized and towable products are contained in this section-*

Forest River Bus, LLC. has decided that in certain 2025 Collins MPV Transit Buses fail to conform to Federal Motor Vehicle Safety Standard No. 217, “Bus Emergency Exits and Window Retention and Release.” Forest River Bus is recalling the defect model(s) to ensure the safety of our future retail consumers and your dealership. Forest River Bus apologizes for any inconvenience this action may cause your dealership; however, safety, continued satisfaction, and our commitment to building great products are of the utmost importance to Forest River Bus.

The designated Date range of production is March 20, 2024, through January 29, 2025.

### **WHAT IS THE DEFECT?**

The vandal lock installed on the rear school bus egress door may malfunction.

### **EVALUATION OF RISK:**

If the rear egress door remains partially locked while in operation, this condition may not allow egress from the vehicle in an emergency, or access to passengers by emergency personnel, which may lead to personal injury. This condition is also a violation of F/CMVSS 217: Bus emergency exits and window retention and release.

### **SERVICE PROCEDURE:**

Dealership Service Department procedures can be found on Dealer Connect.

### **WHAT IS THE PART NUMBER OF THE REMEDY KIT?**

CB447228-R – PARTS ARE CURRENTLY AVAILABLE.

### **DEALER REPAIR CODES: Dealer Connect**

#### **Prior Authorization Required**

UNITED STATES	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
25V362	RC-034-00-09-004341	PERFORM REMEDY	.17 HRS

### **HELPFUL CONTACT INFORMATION:**

CONTACT	PHONE
CUSTOMER SERVICE	(620) 888-3361

The Recall shall be considered the utmost priority to remedy the 2025 Collins MPV Transit Bus in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2025 Collins MPV Transit Bus listed under this Recall.

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If your dealership has already performed the remedy to 2025 Collins MPV Transit Bus, your dealership is entitled to the reimbursement as stated above by filing a claim using the indicated repair code(s). If the remedy needs to be performed on an out of warranty 2025 Collins MPV Transit Bus in which the VIN falls under as stated in the identified VIN listing, your dealership is entitled to the reimbursement as stated above by filing a claim using the indicated repair code(s).

**Notice:**

In no manner shall a Forest River Bus Product Owner be charged any fee(s) for scheduling, conduction or completion of the recall. Additionally, all dealership(s) that are Forest River Bus are Federally Mandated to perform the recall once presented with this recall whether by the Owner or Dealership receipt of this letter, without denial of service to the Owner. Lastly, denial of a remedy for this recall is a Federal Violation punishable by law resulting substantial fines and/or civil penalties.

**Federal Regulation requires that any lessor receiving this Recall must forward a copy of this notice to the lessee within ten days. If your dealership no longer owns this vehicle, please inform the Warranty Manager of the product listed above of the change of ownership.**

Sincerely,  
Forest River, Bus LLC  
Office of Corporate Compliance